




Claim Policy

Policy approved by:

Jim Cleary

Chief Operating Officer



Date: _____



1. General

We are committed to providing you with the best quality products and services.

This policy sets out how we handle any claims made in relation to goods or services supplied by us. Our claim policy is in addition to any rights you may have under the *Competition and Consumer Act 2010* (Cth) and any other applicable Australian laws.

Please read the following carefully to ensure you are fully aware of your rights under this policy and our obligations to you.

2. Documentation needed

You can help us to process your claim faster by providing us with all required supporting documents. You risk your claim being rejected if the following documentation is not provided to us:

2.1 Proof of purchase

Claim must be supported by appropriate proof of purchase. Invoice number or sales order number should be provided when reporting a claim.

2.2 Product details

Claim must contain the following product information:

- Product code number or description;
- Quantities involved and please indicate the unit of measure in kilo/carton/unit/pack;
- Photograph of the issue;
- Description of issues and reason for the claim;
- Other information necessary to help to identify the product details.

2.3 Other information

In addition to the general requirement set out in [section 2.1](#) and [section 2.2](#), the following information is required when you report a particular type of claim.

Reason of claim	Documentation needed
Pricing issues	<ul style="list-style-type: none"> • Relevant price information such as deal documents, correspondence
Quality issues	<ul style="list-style-type: none"> • If the goods have not been returned, picture of products involved including labels; • If the goods have been returned, signed paperwork from transporter including driver's name and vehicle plate number
Damaged goods	<ul style="list-style-type: none"> • If the goods have not been returned, picture of each of the damaged cartons including labels; • If the goods have been returned, signed paperwork from transporter including driver's name and vehicle plate number
Short UBD	<ul style="list-style-type: none"> • If the goods have not been returned, picture of each of the cartons including labels with UBD information; • If the goods have been returned, signed paperwork from transporter including driver's name and vehicle plate number
Short delivery / quantity discrepancy	<ul style="list-style-type: none"> • Signed POD • Your receiving records • Discrepancy quantity (kilo/carton/unit/pack)



Reason of claim	Documentation needed
Temperature issues	<ul style="list-style-type: none"> Records of receiving temperature measurement / your QC inspection reports; Temperature gun calibration report; If the goods have been returned, signed paperwork from transporter including driver's name and vehicle plate number
Wrong product / refused product	<ul style="list-style-type: none"> If the goods have not been returned, picture of each of the wrong product cartons including labels; If the goods have been returned, signed paperwork from transporter including driver's name and vehicle plate number

3. Notification timeline

We are Australia's largest manufacturer and supplier of ham, bacon, salami and deli meats; the goods we supply are of course perishable. It may take time to fully investigate a claim.

For these reasons, we require that claims be made promptly within the timeframe set out below to ensure that your rights are not prejudiced and we can give proper consideration to all claims.

We require that you notify Primo's nominated contacts (see **section 4**) of any claim within the following timeline:

Reason of claim	Notification timeline required
Pricing issues	Within 2 business days of delivery
Quality issues	Within the shelf life of the product
Damaged goods	Within 2 business days of delivery
Short UBD	Within 2 business days of delivery
Short delivery / quantity discrepancy	Within 2 business days of delivery
Temperature issues	Within 2 business days of delivery
Wrong product / refused product	Within 2 business days of delivery
Foreign object	Within the shelf life of the product
Weight issues	Within the shelf life of the product
Product specification issues	Within the shelf life of the product
Others	Within 2 business days of delivery

Out of good faith, we will allow a further 24 hours (from the time we receive notification of any claim) for you to provide any additional information/documentation.

Please note, as our goods are perishable, you risk your claim being rejected if we do not receive notification of any claim, and supporting information/documentation, within the timeframes set out above.



4. How to report your claim

Please send your claim documents to the following email address

Type of claims	Primo department	Contact
Pricing issues	Customer Care	customercare@primosmallgoods.com.au
Short UBD		
Weight issues		
Product specification issues		
Wrong product / refused product		
Damaged goods		
Short delivery / quantity discrepancy		
Temperature issues		
Others		
Quality issues	Complaints department and Customer Care	<ul style="list-style-type: none"> • Please call the National complaint line on 1800 060 909; or • Email to the following addresses: qualityfeedback@primosmallgoods.com.au; or customercare@primosmallgoods.com.au
Foreign object		

5. Our claim management process

In Primo, it is our policy to respond to claims promptly and fairly. To evaluate your claim, we must determine:

- How the claim arises
- The legitimacy of the claim
- Our responsibility regarding to your claim

We evaluate each claim based on the information you provide and our investigation, which may involve:

- The review of our records
- Inspection of the goods involved

Our goal is to reach a decision on your claim within 14 days of receipt. However, if there are complex issues involved or if we need additional information, the process may take longer. If a claim is accepted, you may be issued a credit note for inclusion in your next account statement. If a claim is rejected, we will either call you or send you a letter informing you of our decision and explain the reason for the rejection.